



Release Notes for 3Com X Family of Unified Security Platforms, Release 3.2

This document contains information about Release 3.2 of the 3Com X Family of Unified Security Platforms. This information is not available in the release documentation.

Customer Support

Go to <http://csoweb4.3com.com/contactus/> for the list of support phone numbers by region and country.

Documentation

The new features included in the X Family 3.2 Release are documented in the online help accessible from the web interface (LSM). To access the online help, press the **Help** button in the top left of the main page:



The most recent published documentation covers Release 3.0 and is available from 3Com at <http://www.3com.com>:

- *X Family of Security Devices Hardware Installation Guide*
- *Quick Start 3Com X5 Unified Security Platform*
- *Quick Start 3Com X506 Unified Security Platform*
- *1U Rack Mounting Bracket Installation (X506 only)*
- *X Family Concepts Guide*
- *X Family Local Security Manager User's Guide*
- *X Family Command Line Interface Reference*
- *TippingPoint Security Management System Installation and Configuration Guide*
- *TippingPoint Security Management System User's Guide*

For the most up-to-date version of documentation, check the 3Com Web site.

New Features at Release 3.2

Release 3.2 of the 3Com X Family of Unified Security Platforms, comprising the X5 and the X506, provides new features for web security.

WEB CONTENT FILTER SUBSCRIPTION SERVICE

A new Web Content Filter Subscription service is available. This new service, delivered in partnership with McAfee® TrustedSource™, replaces the existing SurfControl content filter service.

Description	Product #	Obsoletes #	Product Supports
3Com® X5 Web Content Filter Service	3CX5-CFS-E	3CX5-CF-E	3Com® X5 Unified Security Platform (Product # 3CRX5DV-U-96, 3CRX5DV-25-96, 3CRTPX5-U-96 and 3CRTPX5-25-96)
3Com® X506 Web Content Filter Service	3CX506-CFS-E	3CX506-CF-E	3Com® X506 Unified Security Platform (Product # 3CRX506DV-96 and 3CRX506-96) TippingPoint™ X506 Unified Security Platform (Product # 3CRTPX506-96) TippingPoint™ X505 (Product # 3CRTPX505-96) TippingPoint™ X505 (Product # 3CRTPX505-73)

With the introduction of the new service, 3Com Corporation is discontinuing sale of:

Description	Product #
3Com® X5 Web Content Filter Service	3CX5-CF-E
3Com® X506 Web Content Filter Service	3CX506-CF-E

The last order date is **February 28, 2010 and only for service ending on February 28, 2011**. 3Com will continue to honor all product warranties for the specified period from date of purchase and will provide customer support during the warranty period. Customers with existing web filter subscriptions beyond January 31, 2011 should contact 3Com customer support to transition their service to the new web filter service. For more details on 3Com Product Obsolescence Policy for Commercial Products, refer to http://www.3com.com/products/en_US/discontinued/policy.html.

TRUSTED SOURCE WEB FILTER SERVICE

The TrustedSource™ Web content filter service for the X5, X505 and X506 Unified Security Platforms categorizes web pages into 99 categories. These categories are defined in **Appendix - Trusted Source Web Filter Category Definitions** and can be enabled or disabled in each X family Web Filter Profile to limit employee access to objectionable or unacceptable websites that could lower productivity or cause legal problems.

The TrustedSource™ Web Filter master database, hosted on the internet and cached locally within the X family device, is updated constantly to ensure the very latest protection is available. Filtering policies can be applied on a per-user or group basis via the X-Family's LDAP directory integration, thus enabling fine-grained and automated control.

Two optional system level controls are provided on the web filter service configuration page:

a) Filter Embedded URLs

Some web sites (e.g. proxies, portals, search engines, anonymizers or translation services) will fetch another web page on behalf of the client. Such sites can be used to bypass web filter solutions that only categorize the target web page itself.

Enabling the Filter Embedded URLs setting makes the X Family device check the URLs sent as parameters to such proxy sites. A request to the target site will be blocked whether it is accessed directly or indirectly.

b) Filter Search Engine Requests

This setting disables scanning of the search term sent to search portals such as Google, Yahoo etc. It can be used to prevent submission of searches for the same web content as are controlled by the Web Filter Category settings. The primary use of this setting is to prevent search engines showing cached content or images on behalf of the site they link to.

Example:

The Web Filter categories are set to block the Gambling category. If this tickbox is checked, then a search to Google for the keyword Gambling will display the block page.

WEB REPUTATION SERVICE

The TrustedSource™ Web filter service includes a new web reputation service. This service assigns each known web page a reputation score (similar to a credit rating) that represents the level of risk at which you are placing your network, computers, and personal information by visiting the page.

The reputation score is determined by many different security attributes of each web page. The security attributes include the URL's content, where the URL shows up on the Internet, the URL's domain behavior, and more.

Reputation scores are assigned one of the following ratings:

- **Inactive.** A web page is inactive if it is not known to the Web Reputation service.
- **Trusted.** A web page belongs to a legitimate, secured web server with no malicious content or risk of such content.
- **Neutral.** A web page most likely belongs to a legitimate web server, but all content still requires some attention.
- **Unverified.** A webpage may belong to a legitimate web server but displays a few properties, suggesting further inspection is necessary. This is the default setting for a new web filter profile.
- **Suspicious.** A web page shows many characteristics that are associated with a malicious web server and any content from it requires special scrutiny.

- **Malicious.** A web page contains malicious content or is not from a legitimate host server. For example, the web page may contain a virus, spyware, or phishing mechanism.

DHCP SERVER OPTION FOR RESILIENT VCX DEPLOYMENTS

A new feature allows optional configuration of a backup VCX call processor to be defined in the X family DHCP server. In the VCX Secondary CP field, type the backup VCX network call processor (CP) IP address. Any Secondary IP address will be provided to phones as part of their IP address lease.

The screenshot shows the 'Configure DHCP Server' web interface. At the top, there are tabs for 'Static Reservations', 'DHCP Relay', and 'Configure DHCP'. The 'Configure DHCP' tab is active. Below the tabs, there are checkboxes for 'Enable DHCP Server' (checked) and 'Allow BOOTP clients' (unchecked). The 'Lease Duration' is set to 30 minutes. The 'DHCP Address Pool' section has a dropdown for 'IP Address Group' set to 'DHCP-Pool'. Below this, there are radio buttons for 'IP Subnet', 'IP Range', and 'IP Range' with associated input fields. The 'DHCP Options' section is expanded, showing fields for 'DNS Server 1', 'DNS Server 2', 'DNS Server 3', 'DNS Domain', 'WINS Server 1', 'WINS Server 2', 'NIS NCP', and 'VCX Secondary CP'. The 'VCX Secondary CP' field is highlighted with a red circle. At the bottom, there is an 'Apply' button.

OSPF ENHANCEMENTS

The following enhancements have been made to OSPF dynamic routing:

- GRE interfaces now support the “Disable OSPF advertisement of this interface route” setting.
- OSPF will now not advertise the default route unless it was explicitly configured.
- The OSPF routing table will no longer show the local GRE interface as a learned route.

OTHER CHANGES IN RELEASE 3.2

In addition to the major features, Release 3.2 includes the following:

- A bug fix to a very rare crash when using the PPTP VPN server.
- A bug fix to a problem with the custom user authentication portal. This could occur with a local user database or with LDAP or Active Directory authentication servers. The problem resulted in user logins repeatedly failing and the client IP address being locked out until the X family device was restarted.
- Assorted other minor bug fixes.

SMS SUPPORT

SMS support is available for Release X2.5.2 features only, using the SMS 3.0 release or newer. New X family Release 3.0 features must be configured directly on each device through the LSM or CLI. It is not necessary to remove the device from SMS control when changing any new features.

Notes on Using Release 3.2

MIGRATING FROM SURFCONTROL TO TRUSTED SOURCE WEB FILTER

To convert an existing SurfControl web filter configuration to the new TrustedSource™ service requires the following steps in the LSM:

- a) Go to Firewall > Web Filter and change the Web Filter Service pulldown to “Trusted Source”.
- b) Edit each Web Filter Profile in turn by clicking the name of the profile. For each profile:
 - Chose whether to enable the Web Reputation service. 3Com recommends enabling this service with a Permitted Threshold of “Unverified” or safer.
 - Select the Core and Productivity categories you want to permit or block.
 - Optionally update the Custom Response page to make use of the new tags - %reputation% and %reason%. These give your users more insight into why a web site was blocked.
 - Click Save.

The Web Filter profile will now contain category selections for both SurfControl and TrustedSource™. Which category settings are used will depend on whether the Web Filter service is set to SurfControl or TrustedSource™. The settings in the profile for the Filtering Action, Default Rule, Block Page and Custom Filter list are shared for both SurfControl and TrustedSource™ services.

The Online Help offers full information on configuring the TrustedSource™ service.

CLEARING BROWSER CACHES

The browser cache must be cleared after installing Release 3.2 to avoid problems displaying the new web interface configuration pages in the LSM.

BROWSER SUPPORT

The X family platforms support Microsoft Internet Explorer 6+ or Firefox 1.5+. This includes both administration and user authentication.

PERFORMING DIGITAL VACCINE UPDATES

Performing a DV update requires a significant amount of processing on the X family device, reducing the ability of the unit to perform packet processing.

Workaround: DV updates should normally be performed during off-peak hours. The best way to achieve this is to schedule the update to run automatically through AutoDV at a scheduled time during

the night when network loads are normally lower. If this is not possible, use of two units in a High Availability pair can allow the standby unit to be updated while the primary unit continues to serve traffic. The primary unit can then be forced to transition to standby, and the same task performed again.

HIGH AVAILABILITY DEPLOYMENT

If you are seeing unnecessary high availability (HA) transitions in the system log, 3Com recommends increasing the HA tuning parameters (in the HA Advanced options). On busier units, configure a polling interval of at least 10 seconds, a retransmission timer of 200 ms, and a retry number of 3 or more.

Although it is not always necessary, 3Com recommends creating a dedicated HA link directly between two units in an HA pair in addition to running HA on the other interfaces. This provides greater resiliency to temporary network issues and can avoid unnecessary HA transitions unconnected to the X family unit itself.

To create the link, configure each unit with a new HA virtual interface, an HA security zone, and the relevant HA configuration. This should be performed using the HA Configuration Sync feature on the primary unit in an existing HA configuration; the standby unit will then inherit the correct settings automatically. The identified port is then physically connected together, either through a switch or directly. Ensure that the virtual interface does not clash with other networks. Provide the HA virtual interface with a main IP address, an HA management IP address, and an HA peer IP address, all on the same IP subnet. Add the new HA zone and associate that with this new HA virtual interface. Assign a physical port to the HA zone.

Deploying a New High Availability Pair

When deploying a new HA pair, 3Com recommends first configuring the primary unit as fully as possible (including High Availability Management/Peer IP addresses for both primary and secondary units) with Configuration Sync disabled. During this phase, the secondary unit should be physically connected to the network via the appropriate front panel ports.

Next, configure the secondary unit. All that is required is to configure the LAN virtual interface IP address, which should be set to be the HA peer IP address configured on the primary unit for the LAN virtual interface. If necessary, set the default gateway to ensure management access.

Finally, enable "automatic synchronize configuration" on the primary unit, create and save a snapshot on the primary unit, and restore the snapshot onto the secondary unit. When the secondary unit reboots, the configuration on both devices will be fully synchronized.

High Availability Configuration Synchron

When enabling the HA Configuration Sync feature or after rebooting a device, it can take several minutes for the two HA devices to establish communication before changes are synchronized.

USER LOGIN AND CERTIFICATE WARNINGS

The X family platforms offer a feature to force an authentication challenge (by checking "Require Users to Authenticate" in a firewall rule with "Web filter" checked). When a user first accesses the Web through a match on a firewall rule with this feature enabled, the browser is redirected to the custom login page of the X family device, and the user must supply a username and password before Web access is allowed.

When using IE7+, the browser may issue warnings about the device certificate, resulting in multiple popup alerts from the browser prior to display of the login page.

Workaround: Configure the client browser to trust the X family certificate, as documented in Appendix A of the LSM User's Guide. Alternatively, go to <http://3kb.3com.com> for a technical note explaining how to remove these warnings across an Active Directory domain.

USER LOGIN AND POPUP BLOCKERS

When using the "User Login Status Window" feature (configured in **Authentication > Preferences**), any popup blocker on the user's browser may prevent display of the login status window. This can result in users being logged out again once the first heartbeat is missed.

Workaround: Ensure that the popup blocker is configured to allow popups from the IP address of the X family device's virtual interface.

APPLE IPHONE VPN TERMINATION

The Apple iPhone can create VPNs that can terminate in an X family device. For these VPNs to work, the X family device must be using the Strong Encryption Service Pack, as documented in Chapter 7 of the *LSM User's Guide*.

IPS FILTER OVERRIDES

When you create a filter override to enable a filter, you must select an Action for the filter. Do not leave the Action set to *Recommended*.

WEB-BASED SETUP WIZARD

IP Interface Setup

The web-based installation wizard allows you to configure basic X family settings. When you are initially configuring the IP interfaces, do not select the option to set up the GRE Tunnel interface. This advanced configuration option should not be selected or configured during initial setup.

After you complete the initial setup, you can configure GRE Tunnel interfaces from the IP Interfaces page in the LSM (**Network > Configuration > IP Interfaces**). For details on configuring a GRE tunnel, see the online help.

Error Message "Unable to configure while NTP client is enabled"

If the device has already been configured and you return to the Setup Wizard to make configuration changes, you may see this error message: "Unable to configure while NTP client is enabled." The installation wizard is trying to set the system clock manually even though NTP is enabled. Ignore this message and make any necessary configuration changes. When you save the changes, they will be applied correctly.

WEB FILTER CONFIGURATION

Web Filter Firewall Rule

When you enable Web filtering (**Firewall > Web Filter**) either for the 3Com Web Content Filtering Service or to use manual filtering, you must create a firewall rule in the correct position in the firewall rule table. This rule must be placed such that no higher-precedence rules will match the traffic that should be subject to the desired Web filter profile.

Custom Web Filter Lists

When you enter URL patterns or regular expressions in the Custom Filter List (**Web Filter > Custom Filter List**), limit the URL pattern or expression to 64 characters or fewer. If you enter a pattern or expression longer than 64 characters, the device may drop the pattern without issuing an error.

IPS TRAFFIC THRESHOLD FILTER CONFIGURATION

When you define a Traffic Threshold filter, the specified zone pair must also exist explicitly in a security profile. If a matching security profile is not defined, the traffic on the virtual segment is not inspected by the X family device.

For example, if the only security profile configured on a device is the default (ANY <==> ANY) and you create a Traffic Threshold profile to apply to traffic on the zones LAN ==> WAN, you must create a security profile that explicitly applies to the LAN ==> WAN zone pair, or add this zone pair to an existing security profile. If a security profile for a zone pair is missing, the Virtual Segments table on the LSM Security Profiles page table displays the error message "No security profile is assigned to the in/out pair. Traffic will NOT be inspected against DV filter policies."

NTP SERVER CONFIGURATION

You can configure up to four NTP servers on the X family device. If you try to configure a fifth NTP server, you will lose the settings for all of the NTP servers already configured.

Workaround: If you have configured four NTP servers on the device and need to add another, delete one of the existing servers first.

CSW SUPPORT

X family devices fully support Custom Shield Writer (CSW) packages using the 2.5.2 CSW application.

HIGH AVAILABILITY

Version 3.1 and newer supports redundant X family devices. The High Availability (HA) feature allows for a primary and a standby device, with the standby device automatically taking over if the primary device fails. Note the following requirements:

1. You need a separate DV license for the standby device.
2. To allow the standby device to automatically download DV updates, verify that both devices are configured with an HA management IP address on an external virtual interface and that this address can reach the Internet.

DHCP CONFIGURATION

To configure the X family device as a DHCP server, both of the following firewall rules are required to permit the DHCP protocol to and from the client:

Action	Source	Destination	Service
Permit	LAN	this-device	dhcp-server
Permit	this-device	LAN	dhcp-client

Known Issues for Release 3.2

35030: ENABLE/DISABLE INTERFACE RESTARTS OSPF ON ALL INTERFACES

Enabling or disabling any interface restarts OSPF on all of its interfaces.

36588: FLUSHING SUMMARY AREA RANGE LSAs

OSPF and RIP do not automatically redirect routes if a physical port fails (InterfaceDown). Any existing route using that port is still chosen and reported to neighbor routers, resulting in traffic being directed to the failed port. Network administrators must manually reconfigure RIP and OSPF before shutting down a port. When troubleshooting routing problems, a port link failure may well be the cause.

37257: HA IP ADDRESSES CORRUPTED WHEN STANDBY HA IP ADDRESSES MODIFIED

When using High Availability with configuration synchronization, always configure the HA Management and Peer IP addresses on each device *before* enabling configuration synchronization.

37697: RADIUS AUTHORIZATION FALLS BACK TO LOCAL DATABASE

If LDAP authentication fails, local (TOS) database authentication is attempted. This fallback is also implemented for RADIUS user authentication. LDAP authentication supersedes RADIUS authentication; if both are configured, only LDAP is used.

39693: LSM USE WITH WEB FILTER PROFILES

Users logged in to the LSM are subject to Web filtering, under the profile associated with their TOS user profile, if they access the Internet. Unless the user uses the login status window feature configured in **Authentication > Preferences**, exiting the web browser or restarting the PC does not log out a TOS user, and the user's subsequent Web traffic is still filtered. Inspection of Web traffic continues until the user logs out of the LSM or attempts to log in again.

39840: IPS RESET SECURITY POLICY DOESN'T RECREATE DEFAULT ZONE PAIR

If you click the **Reset Filters** button on the IPS Preferences page to reset the security policy for the IPS, the default ANY <==> ANY zone pair is not created in the new "Default" IPS security profile.

Workaround: Edit the default security profile (IPS > Security Profiles) and add a zone pair with Incoming and Outgoing both set to "ANY."

40085: CHANGING VLAN ID ON ZONE DISSOCIATES ZONE FROM GRE INTERFACES

If a security zone has been added to multiple virtual interfaces, changing the zone's VLAN ID may remove the zone from some of these interfaces.

Workaround: After such a change, review the zone assignment, and add back any zones affected to the relevant virtual interfaces.

User, Account, and Product Registration Using eSupport

To activate your Digital Vaccine, Digital Vaccine Gold, or Anti-Spam Service subscription, you must register the license and your X family hardware on the 3Com eSupport Web site for warranty purposes. You need both a user and an account registration. If you have not yet registered yourself and your organization for eSupport, you must do so before registering your product. The following steps describe the entire process of user, account, and product registration.

USER AND ACCOUNT REGISTRATION

If you and your account are already registered, skip to the next procedure.

1. Go to the eSupport Web site (<http://eSupport.3com.com>).

The 3Com Login page opens.

2. Click Register Now.

The 3Com eSupport New User Registration page opens. (**Note:** You are leaving a secure page to go to an unsecure page; if you receive a Security Alert message, you can safely click Yes.)

3. Complete the mandatory fields on the user registration form and click Continue.

- A. Email address
- B. Salutation (Mr., Mrs., Ms., etc.), Last Name, and First Name (note the order)
- C. Your eSupport User Name (the default is your email address; you can change it if you prefer)
- D. Time Zone
- E. Preferred Language
- F. Primary telephone number
- G. Whether or not you wish to receive communications on 3Com products, services, and technologies
- H. Accept the privacy policy (displayed on the form)

The account page opens.

4. Click Create New Account.

The account registration page opens.

5. Complete the mandatory fields on the account registration page and click Continue.

- A. Organization name
- B. Address
- C. City
- D. Country
- E. State/province/county

A Congratulations page opens. The system generates a password and emails your user name and password to you. When you receive this information, you can return to the eSupport login page and log in to eSupport.

PRODUCT REGISTRATION

1. Go to the eSupport Web site (<http://eSupport.3com.com>).

The 3Com Login page opens.

2. Enter your user name and password and click Login.

The eSupport Home page opens. (**Note:** You are leaving a secure page to go to an unsecure page; if you receive a Security Alert message, you can safely click Yes.)

3. Click Register A Product.

The Select Product page opens.

4. (Optional) Select the account where the product is installed.

Your default account is displayed. If you are linked to multiple accounts, click the Select icon to the right of the Your Accounts field and select the appropriate account from the Account window.

5. Type the product number and click Continue.

If you know the exact number (for example, 3CTPX500-DVGOLD), type it in the Product # field and click Continue. If not, click the Select icon to the right of the Product # field and select the appropriate product or license number from the Product window.

6. Type the license key for the product.

7. Type the base product number.

If you know the exact number (for example, 3CTPX506-96), type it in the Base Product # field. If not, click the Select icon to the right of the Base Product # field and select the appropriate product or license number from the Product window.

8. Type the serial number of the X family device and click “Click here to Validate Serial Number.”

If the serial number is correct, the message “Validation complete!” appears, and the Register button becomes selectable.

9. Enter purchase information and click Register.

- A.** Company Purchased From
- B.** Purchase Location City
- C.** Your Warranty Start Date

The Registered Product Success page opens. The same information is emailed to you.

(**Note:** Retain this important registration and warranty information.)

You have successfully registered your X family products and activated your subscription. Note that subscription activation may take 1–2 hours to take effect.

Documentation Errata

Apart from the new features described in these release notes, the Release 3.0 documentation continues to apply to the X3.1 and newer releases.

The following changes occurred too late to incorporate in the X family X3.0 documentation.

LOCAL SECURITY MANAGER USER'S GUIDE AND ONLINE HELP

On page 85 (the topic "Setting Up Web Content Filtering"), in Step 5, the following sentence is no longer true and should be ignored:

If you create a custom filter list, you can select the **Create default firewall rule** option to automatically generate the Web filtering firewall rule.

Appendix - Trusted Source Web Filter Category Definitions

Users can check the categorization and web reputation of any URL at the Trusted Source web site <http://www.TrustedSource.org>. If a web site is not known or has the wrong category the same site can also be used to submit corrections. When submitting a correction use the product name "McAfee Real Time Database".

ALCOHOL

A web page that has a significant focus on selling, promoting, or advocating the use of alcohol. Alcohol includes beer, wine, and hard liquors. This category also includes cocktail recipes and home brewing instructions.

Category combinations

Alcohol related sites that focus on the business aspect may be exempted with the Business, Alcohol combination.

Example URLs

- <http://www.wine.com>
- <http://www.absinthe.bz>
- <http://www.barmeister.com>

ANONYMIZERS

Web pages that purposefully allow users to browse the web by hiding their IP address, or other personal identification information, in order to bypass local filtering policies and access any web page. Anonymizer web pages also block any tracking technologies, such as cookies or browser history. Some methods also prevent OS version and web page history from being forwarded to the web page. Pages that provide free proxy IP addresses or detail how to bypass filtering are included in this category. Web pages that do not intend to hide a user are not included in this category.

Category combinations

None

Example URLs

- <http://www.anonymizer.com>
- <http://www.megaproxy.com>
- <http://www.boingboing.net/censorroute.html>
- <http://www.hidemyass.com>
- <http://www.anonymizer.secuser.com>

ANONYMIZING UTILITIES

Web pages that result in anonymous web browsing without the explicit intent to provide such a service. This category includes URL translators, web page caching, or other utilities that may function as anonymizers, but without the express purpose of bypassing filtering software.

URL translation and text translation are different: Text translation requires a user to enter a word, phrase, or block of text into an input field for translation, not a URL. Text translation is categorized as Text Translators.

Category combinations

Sites that offer both URL translation and text translation may be categorized as both Anonymizing Utilities and Text Translators.

Example URLs

- <http://www.babelfish.yahoo.com>
- http://www.babelfish.yahoo.com/translate_url
- <http://www.archive.org>
- <http://web.archive.org/web/19961220001705/http://www1.playboy.com/>
- <http://translate.google.com/translate>
- <http://translate.google.com/translate?u=http%3A%2F%2Fwww.playboy.com&langpair=en%7Cde&hl=en&ie=ASCII&oe=ASCII>
- http://www.worldlingo.com/en/websites/url_translator.html

ART/CULTURE/HERITAGE

Web pages that contain virtual art galleries, artist sites (including sculpture and photography), museums, ethnic customs, and country customs. Online photo albums are not included; see Media Sharing.

Category combinations

- This category could be used with other categories to allow more flexibility in allowing or blocking content.
- Some URLs in this category may fall under additional categories. For example, Navajo weaving is also categorized as Education/Reference.

Example URLs

- <http://www.polkmuseumofart.org>
- <http://www.gamelannetwork.co.uk>
- <http://www.matsuoka-museum.jp>
- <http://www.stockholmsbriggen.se>

AUCTIONS/CLASSIFIEDS

Web pages providing online bidding and selling of items or services. Web pages in this category focus on bidding and sales; therefore, they do not cover classified ads such as real estate postings, personals, or companies marketing their auctions.

Category combinations

None

Example URLs

- <http://www.ebay.com>
- [http://sfbay.craigslist.org/sss/\(*://craigslist.org/sss\)](http://sfbay.craigslist.org/sss/(*://craigslist.org/sss))
- <http://www.bidz.com>
- <http://www.auction.co.kr>

BLOGS/WIKI

Web pages containing dynamic content—content that changes frequently because users are allowed to post or edit content at any time. This category is designed to cover the risks associated with dynamic content that may range from harmless to offensive.

Category combinations

Many blogs and wikis focus on a particular theme or subject; therefore, this category is often used in conjunction with others, such as Education/Reference, Sports, Politics/Opinion, or Nudity, depending upon the focus or theme of the site.

Example URLs

- <http://www.wikipedia.org>
- <http://blog.360.yahoo.com>
- <http://www.boingboing.net>

BUSINESS

Web pages that provide business-related information, such as corporate overviews or business planning and strategies. Also included is information, services, or products that help other businesses plan, manage, and market their enterprises. Multi-level marketing ventures are included when the focus is on running the business. Personal pages and web hosting web pages are not included.

Category combinations

This category may be used as an exception to allow access to sites that have a business focus, but may belong to other categories such as Online Shopping, Web Mail, or Travel.

Example URLs

- <http://www.newpatientsinc.com>
- <http://www.adsi-fm.com/frames.html>
- <http://www.cat.com>

CHAT

Web pages that provide web-based, real-time social messaging in public and private chat rooms. IRC is included in this category. While instant messaging has some of the same risks, it includes additional risks and is not browser-based; see Instant Messaging for additional information.

Category combinations

None

Example URLs

- <http://www.teenspot.com/chat>
- <http://www.ifriends.net>
- <http://www.myshoutbox.com>

CONTENT SERVER

URLs for servers that host images, media files, or JavaScript for one or more sites and are intended to speed up content retrieval for existing web servers, such as Apache. Content servers generally do

not have content posted or through-site navigation for web surfers. Content servers hosting images do not allow users to browse the photos.

This category includes domain-level and sub-domain-level URLs that function as content servers.

The following are not included in this category:

- Web pages for businesses that provide the content servers
- Web pages that allow users to browse photos (see Media Sharing)
- URLs for ad servers serving only ads (see Web Ads)

Category combinations

This category can be used in conjunction with the Media Downloads and Streaming Media categories to cover sites with bandwidth risks.

Example URLs

- <http://img.avatars.yahoo.com>
- <http://us.ent3.yimg.com>
- <http://images.bestbuy.com>
- <http://a1568.g.akamai.net>

CRIMINAL ACTIVITIES

Web pages that provide instructions to commit illegal or criminal activities. Instructions include committing murder or suicide, sabotage, bomb-making, lock-picking, service theft, evading law enforcement, or spoofing drug tests. Information on how to distribute illegal content, perpetrate fraud, or consumer scams may be also included. Computer-related fraud is not included in this category; see Hacking/Computer Crime.

Category combinations

Web pages that contain illegal pornography, zoophilia, necrophilia, and violent porn have some categorization combination of Pornography, Extreme, and/or Criminal Activities.

Example URLs

- <http://www.myoids.com>
- <http://www.anarchistcookbook.com>
- <http://www.lockpickshop.com>

DATING/PERSONALS

This category includes Web pages that provide networking for online dating, matchmaking, escort services, or introductions to potential spouses. These sites provide personal or group profiles and facilitate interaction among their members through real-time communication, message posting, public bulletins, and media sharing. Sites that provide social networking that may include dating, but are not specific to dating, are covered under Social Networking.

Category combinations

- If the site contains pages where they allow a person to chat, leave or read messages on a forum, or participate in media sharing, then the Chat, Forum/Bulletin Boards, and Media Sharing categories also apply.
- When the site's home page contains content considered to be Provocative Attire or Sexual Materials, these two categories also apply.
- Sites that pervasively contain pornographic images are also categorized under Pornography.

Example URLs

- <http://www.match.com>
- <http://www.eharmony.com>
- <http://www.dating.com>
- <http://www.loveme.com>

DATING/SOCIAL NETWORKING

This category includes URLs that focus on social interaction such as online dating, friendship, school reunions, pen-pals, escort services, or introductions to potential spouses. Many of these sites facilitate social interaction among their members through real-time message posting. This category does not include wedding-related content, dating tips, or related marketing.

Category combinations

None

Example URLs

- <http://www.loveme.com>
- <http://www.classmates.com>
- <http://personals.yahoo.com>

DIGITAL POSTCARDS

Web pages that allow people to send and receive digital postcards and greeting cards via the Internet. Digital postcards feature messages of greeting or sentiment, usually for special occasions such as birthdays or other holidays.

Category combinations

Some site directories are covered under additional categories for flexibility in allowing or blocking. For example, some digital postcard sites will have a specific adult humor directory that may be also categorized as Sexual Materials or Nudity.

Example URLs

- <http://www.halloweenegreetings.com>
- <http://www.aruba-ecards.com>
- <http://www.felicitaciones-animadas.com>
- <http://www.americangreetings.com>

DRUGS

Sites in this category provide information on the purchase, manufacture, and use of illegal or recreational drugs. This includes displaying, selling, or detailing the use of drug paraphernalia, as well as tips on legal highs, such as glue sniffing, the misuse of prescription drugs, or the abuse of other legal substances. This category is not used for sites with exclusive health or political themes.

Category combinations

If sites contain multiple themes, then they may be covered under other categories. For example, sites with obvious illegal tips on steroid use also may be categorized as Criminal Activities.

Example URLs

- <http://www.hightimes.com>
- <http://www.hempfiles.com>
- <http://www.ganjakits.com>

EDUCATION/REFERENCE

Web pages devoted to academic-related content such as academic subjects (math, history), school or university web pages, as well as education administration pages (school boards, teacher curriculum).

Category combinations

This category may be also used as an exception to allow access to sites that may belong to another category, such as Sexual Materials, Nudity, or Violence, but relate to an educational topic such as classic literature, history, art, or sex education.

Example URLs

- <http://www.berkeley.edu>
- <http://www.scholastic.com>
- <http://www.biology-online.org>

ENTERTAINMENT

Web pages that provide information about cinema, theater, music, television, infotainment, entertainment industry gossip-news, and sites about celebrities such as actors and musicians. This also includes sites where the content is devoted to providing entertainment on the web, such as horoscopes or fan clubs.

Category combinations

This category is differentiated from Recreation/Hobbies by participation. Activities requiring participation such as fishing, amateur photography, or collecting will fall under Recreation/Hobbies.

Example URLs

- <http://www.hollywood.com>
- <http://www.godsmack.com>
- <http://www.dragonboats.com>

EXTREME

Web pages providing content considered gory, perverse, or horrific in nature.

Category combinations

This category is used in conjunction with other categories, such as Gruesome Content, Hate/Discrimination, Politics/Opinion, Pornography, Violence, or Game/Cartoon Violence, to identify web pages that are at the outer limits of these categories. web pages categorized as Extreme may fall under additional categories not listed here.

Web pages that contain illegal pornography, zoophilia, necrophilia, and violent porn will have some categorization combination of Pornography, Extreme, and/or Criminal Activities.

Example URLs

- <http://www.rotten.com>
- <http://www.footageworks.com>
- <http://www.americanpatrol.com>

FASHION/BEAUTY

Web pages that market clothing, cosmetics, jewelry, and other fashion oriented products, accessories, or services. This also includes product reviews, comparisons, and general consumer information, as well as services such as hair salons, tanning salons, tattoo studios, and body piercing studios. This category does not include fashion-related content such as modeling or celebrity fashion unless there is a focus on marketing the product line.

Category combinations

- Objectionable content found on these web pages are also covered under other categories, such as Provocative Attire or Nudity.
- Sites that sell products online will also be categorized as Online Shopping.

Example URLs

- <http://www.oneminutemanicure.com>
- <http://www.abercrombie.com/anf/index.html>
- <http://www.dickies.com>
- <http://apocalypsetattoo.com/index.php>

FINANCE/BANKING

Web pages that provide financial information or access to online financial accounts.

- Web pages that provide financial information include news or services that deal with the management of money, but do not provide access to sensitive financial account information, such as financial statistics, or consultation in areas such as taxes, mortgage, insurance, accreditation, or investment.
- Access to online financial accounts include personal or business related banking, money management, tax consulting, mutual funds, credit cards, credit unions, insurance, other financial publications and services.

This category includes stock information (but not stock trading), home finance, and government-related financial information.

Category combinations

None

Example URLs

- <http://www.fool.com>
- <http://money.cnn.com>
- <http://www.marketwatch.com>
- <http://www.paypal.com>
- <https://www.wellsfargo.com>
- <http://www.bankofamerica.com/index.cfm>

FOR KIDS

Family-safe web pages that are designed specifically for children (approximate ages ten and under).

Category combinations

This category also may be used as an exception to allow web pages that do not pose any risk to children or to access sites that have a primary educational or recreational focus for children, but belong to other categories such as Games, Humor/Comics, Recreation/Hobbies, or Entertainment.

Example URLs

- <http://www.askforkids.com>
- <http://disney.go.com>
- <http://www.nickjr.com>
- <http://www.coloringbookfun.com>

FORUM/BULLETIN BOARDS

Web pages that hold discussions and post user-generated content, such as real-time message posting for a particular interest group. This excludes message forums with a business or technical support focus; see Technical/Business Forums.

Category combinations

Content that falls under this category also may be categorized as Media Sharing or Auctions/Classifieds.

Example URLs

- <http://www.streetfighter4forums.com>
- <http://forums.offtopic.com>
- <http://forums.clubsi.com>

GAMBLING

Web pages that allow users to wager or place bets online or provide gambling software that allows online betting; for example, casino games, betting pools, sports betting, and lotteries.

Note: Financial spread betting is covered in Stock Trading.

This category includes lotteries if you can buy the tickets or play online. Web pages related to gambling that do not allow betting online are not included: see Gambling Related.

Category combinations

None

Example URLs

- <http://www.silverdollar.com>
- <http://www.goldenreefcasino.com>
- <http://www.desertdollar.eu>

GAMBLING RELATED

Web pages that offer information relevant to gambling, without providing the means to do so. Examples include gambling links, tips, sports picks, lottery results, as well as horse, car, or boat racing. Casino-related web pages will fall under this site if they do not offer online gambling.

Category combinations

None

Example URLs

- <http://www.ncaa-college-basketball-picks.com>
- <http://www.tnlottery.com>
- <http://www.asianbookie.com>

GAME/CARTOON VIOLENCE

Web pages providing fantasy or fictitious representations of violence within the context of games, comics, cartoons, or graphic novels. This includes images and textual descriptions of physical assaults or hand-to-hand combat, as well as grave injury and destruction caused by weapons or explosives.

Category combinations

Some URLs also may be covered by other categories such as Games, Humor/Comics, Entertainment, or Extreme. For example, web pages displaying torture, gore, horrific death are also categorized as Extreme.

Example URLs

- <http://www.americasarmy.com>
- <http://www.sfdt.com>
- <http://happytreefriends.atomfilms.com>

GAMES

Web pages that offer online games and related information such as cheats, codes, demos, emulators, online contests or role-playing games, gaming clans, game manufacturer sites, fantasy or virtual sports leagues, and other gaming sites without chances of profit. Gaming consoles, such as X-Box and PlayStation, are included in this category.

Category combinations

- Game sites that include message posting or real-time chat will also be covered by the Chat and Forum/Bulletin Boards.
- If online purchasing is available, the URL will also be categorized as Online Shopping.
- Where violence is present in a game, the Game/Cartoon Violence category will apply.
- Computer gaming hardware falls under Software/Hardware, except game consoles such as X-Box and PlayStation.

Example URLs

- <http://videogames.yahoo.com>
- <http://www.mysterynet.com>
- <http://www.megagames.com>

GENERAL NEWS

Web pages that provide online news media, such as international or regional news broadcasting and publication. Portal sites that provide news content are covered under this category.

Category combinations

If a blog has a news focus, it will be covered under both Blogs/Wiki and General News.

Example URLs

- <http://www.cnn.com>
- <http://www.nytimes.com>

- <http://www.washingtonpost.com>

GOVERNMENT/MILITARY

Web pages that contain content maintained by governmental or military organizations, such as government branches or agencies, police departments, fire departments, civil defense, counterterrorism organizations, or supranational organizations, such as the United Nations or the European Union. Military and veterans medical facilities are included in this category.

Category combinations

Some sites will contain content covered under other categories, such as Education/Reference, Public Information, Finance/Banking, or Travel.

Example URLs

- <http://www.ca.gov>
- <http://www.army.mil>
- <http://www.gc.ca>

GRUESOME CONTENT

Web pages with content that can be considered tasteless, gross, shocking, or gruesome. Some examples include tasteless humor, bodily excretory functions, graphic medical or accident scene photos (containing blood or wounds), extreme forms of body modification (cutting, branding, or genital piercing), or shocking depictions of inhumane animal treatment. This category does not contain web pages with content pertaining to physical assault; see Violence.

Category combinations

Some URLs will be covered by both the Gruesome Content and Violence categories.

Example URLs

- <http://www.doodie.com>
- http://www.answering-christianity.com/animal_cruelty.htm
- <http://www.toxiccustard.com/features/vomit/>

HACKING/COMPUTER CRIME

Web pages that provide "how-to" directions, or otherwise enable, fraud, crime, or malicious activity that is computer oriented. Web pages related to computer crime include malicious hacking information or tools that help individuals gain unauthorized access to computers and networks (root kits, kiddy scripts). Also included are other areas of electronic fraud such as dialer scams and illegal manipulation of electronic devices.

Illegal software does not fall under this category; see Illegal Software.

Category combinations

None

Example URLs

- <http://www.eve-online-hacks.com>
- <http://www.hackerthreads.org>
- <http://www.elitehackers.info>

HATE/DISCRIMINATION

Web pages that provide information that would encourage the oppression of a specific group of individuals. This includes promoting, explicitly or implicitly, an agenda against groups based on race, religion, nationality, gender, age, disability, or sexual orientation. Political parties with a specific hate-based agenda may be included. If involving jokes or humor, the focus of the entire site must be considered hateful or discriminatory to fall under this category.

Category combinations

None

Example URLs

- <http://www.stormfront.org>
- http://www.geocities.com/white_truth
- <http://www.liberalismustdie.com>
- <http://www.petitionspot.com/petitions/eenjrnfcwknmrjn>

HEALTH

This category is intended to cover all health related information and health care services. Health information includes topics designed to improve an individual's well-being, whether it be physical or mental health (diet, nutrition, fitness, or parenting). Health care services include health care providers such as health insurance, hospitals, clinics, and independent physicians.

This category does not include cosmetic surgery, marketing/selling pharmaceuticals, or animal-related medical services.

Category combinations

This category may be also used as an exception to allow access to sites that have a medical focus, but may belong to another category such as Nudity, Sexual Materials, or Gruesome Content.

Example URLs

- <http://www.kidshealth.org>
- <http://www.dietitian.com>
- <http://www.webmd.com>

HISTORICAL REVISIONISM

Content that denounces or offers different interpretations of significant historical facts, such as holocaust denial. Some sites in this category may have a legitimate academic value, however many of these sites include illegitimate manipulation of history for political purposes.

This category is not intended to include all reexamination of historical facts, but is limited to historical events that are highly sensitive.

Category combinations

None

Example URLs

- <http://www.codoh.com>
- <http://www.zundelsite.org>
- http://www.stormfront.org/truth_at_last/holocaust.htm

HISTORY

Web pages providing content about historical facts.

This category is designed for content suitable for higher education, while the Education category is designed for primary education. For example, a site with Holocaust photos may be offensive, yet have academic value.

Category combinations

This category may be used as an exception to allow access to sites containing nonfictional and historically significant content that may belong to other categories such as Education/Reference, General News, Politics/Opinion, Sexual Materials, or Violence.

Example URLs

- <http://www.shamash.org/holocaust/>
- <http://www.click2history.com>
- <http://www.2violent.com>

HUMOR/COMICS

Web pages providing content intended to be comical or funny. These sites include jokes, sketches, comics, and satire pages. This category may also apply to graphic novel content, which is often associated with comics.

Category combinations

If the entire site is hateful or discriminatory, it will also be categorized under the Hate/Discrimination category. Other categories that might include Humor/Comics web pages are Nudity, Violence, Sexual Materials, or Streaming Media.

Example URLs

- <http://www.insanityink.com>
- <http://www.todayschuckle.com>
- <http://www.notinmybackyard.com>

ILLEGAL SOFTWARE

Web pages that offer information to pirate or illegally distribute software or electronic media, such as copyrighted music or film, distribution of illegal license key generators, software cracks, and serial numbers. Peer-to-peer web pages are not included in this category; see P2P/File Sharing.

Category combinations

None

Example URLs

- <http://www.infinetwarez.com>
- <http://www.planetddl.com>
- <http://www.freshwap.com>

INCIDENTAL NUDITY

Web pages that contain non-pornographic images of the bare human body like those found in classic sculpture and paintings, or medical images. This category is designed for use as a selective blocking category to allow or block sites in order to address cultural or geographic differences in opinion about

nudity. For example, use this category when you want to block access to nudity, but allow access when it is not the primary focus of a site, such as news sites or major portals.

Category combinations

If nudity or pornography content is present on corresponding pages, the Nudity and Pornography categories will also apply.

Example URLs

- <http://www.thesun.co.uk>
- <http://www.bild.t-online.de>
- <http://www.stern.de>
- <http://www.sat1.de>
- <http://www.express.de>

INFORMATION SECURITY

Web pages that have a legitimate purpose to provide information about data protection. This applies to detailed information intended to safeguard business or personal data, intellectual property, privacy, and infrastructure on the Internet, private networks, or in other bandwidth services such as telecommunications.

The following are not included:

- Legitimate information security companies and security software providers, such as virus protection companies.
- Sites that have an express purpose in exploiting security or teaching how to bypass security; see Hacking/Computer Crime.

Category combinations

None

Example URLs

- <http://www.astalavista.com>
- <http://www.bright-shadows.net>
- <http://www.petitcolas.net/fabien/steganography/index.html>
- <http://www.itsecurityportal.com>
- <http://www.packetdefense.com>

INSTANT MESSAGING

Web pages that provide software for real-time communication over a network exclusively for users who have been invited to join a member's contact list or an instant messaging session. Most instant messaging software includes features such as file transfer, PC-to-PC phone calls, and tracking of when other people log on and off.

Category combinations

None

Example URLs

- <http://www.icq.com/download/>
- http://www.aim.com/get_aim/win/latest_win.adp
- <http://messenger.yahoo.com>

INTERACTIVE WEB APPLICATIONS

Web pages that provide access to live or interactive web applications, such as browser-based office suites and groupware. Sites categorized as Interactive Web Applications include those with business, academic, or individual focus. Sites providing access to interactive web applications that do not take critical user data or offer security risks are excluded, such as Google Maps. Sites that focus primarily on web meetings for business use are categorized as Web Meetings.

Category combinations

URLs in this category may be also covered under other categories such as P2P/File Sharing, Personal Network Storage, Remote Access, or Resource Sharing.

Example URLs

- <http://www.24sevenoffice.com/webpage/en/index.htm>
- <http://www.basecamphq.com>
- <http://www.accessgrid.org>
- <http://www.landcglobal.com>
- <http://www.30boxes.com>

INTERNET RADIO/TV

Web pages that provide software or access to continuous audio or video broadcasting, such as Internet radio, TV programming, or podcasting. Quick downloads and shorter streams that present less bandwidth compromise fall under Streaming Media or Media Downloads.

Category combinations

Some URLs will fall under additional categories, such as Religion/Ideology or General News.

Example URLs

- <http://www.live365.com>
- <http://www.tv4all.com>
- <http://www.radiotower.com>

INTERNET SERVICES

Web pages that provide services for publication and maintenance of Internet sites such as web design, domain registration, Internet Service Providers, and broadband and telecommunications companies that provide web services. Web utilities such as statistics and access logs are included, as well as web graphics like clip art.

Category combinations

If IT services or tools content is present, then the Information Security category may also apply.

Example URLs

- <http://www.aretta.com>
- <http://strategicdata.com.au>
- <http://www.verisign.com>

JOB SEARCH

Web pages related to a job search including sites concerned with resume writing, interviewing, changing careers, classified advertising, and large job databases. It also includes corporate web pages listing job openings, salary comparison sites, temporary employment, company job posting sites. Make money at home sites fall under the Business or Online Shopping categories.

Category combinations

None

Example URLs

- <http://www.monster.com>
- <http://www.careerone.com.au>
- <http://www.careerbuilder.com>

MALICIOUS SITES

Web pages that deploy code designed specifically to hijack your computer's settings or activity. Some examples include self-installing applications (called "drive-by" executable file downloads), Trojans, and viruses that exploit security vulnerabilities in browsers or other applications. It is possible for a web page to lose its malicious status and be recategorized.

This category is differentiated from the Spyware/Adware category by its intent. Spyware/Adware is intended to covertly gather and send information to another party; malicious sites intend to take action on another computer to cause damage.

Category combinations

None

Example URLs (Beware: These URLs are likely to harm your computer)

- <http://www.magic-date.net>
- <http://shouso.com/xiazai/7.exe>
- <http://69.76.186.24/?5acb144e15456ec290b516c3>

MARKETING/MERCHANDISING

Web pages that provide individual or business promotion of products or services on the web, but do not sell their products or services online. These sites generally serve as a company overview with descriptions of the services or products in which they specialize, but cannot be purchased directly from Marketing/Merchandising sites. Examples include, but are not limited to, wedding photography services, automobile manufacturer sites, or graphic design services.

The following are not included:

- Other categories that imply marketing are Alcohol, Auctions/Classifieds, Drugs, Finance/Banking, Mobile Phone, Online Shopping, Real Estate, School Cheating Information, Software/Hardware, Stock Trading, Tobacco, Travel, and Weapons.
- Sites with sole intent to market their services to other businesses; see Business on page 30.

Category combinations

None

Example URLs

- <http://www.weddingphotos4u.com>
- <http://www.goodyear.com>
- <http://raumausstattung-gilles.de>

MEDIA DOWNLOADS

Web pages that provide audio or video files for download such as MP3, WAV, AVI, and MPEG formats. The files are saved to and played from the user's computer. Audio or video files that are played directly through a browser window are not included in this category; see Streaming Media.

Category combinations

URLs covered under this category also may be covered under other categories to allow for bandwidth risk reduction. If a web page offers both downloadable and streaming media, then both Media Downloads and Streaming Media categories will apply.

Example URLs

- <http://www.archive.org/download>
- http://www.archive.org/download/comunicandopodcast103/comunicandopodcast103_64kb_mp3.zip
- <http://www.napster.com>
- <http://www.cinema-source.com/cinemasource/media.htm>

MEDIA SHARING

Web pages that allow users to upload, search for, and share media files and photos, such as online photo albums.

Category combinations

Media Sharing is intended to cover the general risks of media sharing, not target specific content. Therefore, some URLs also may be covered under other categories such as Gruesome Content, Media Downloads, Nudity, Pornography, Streaming Media, or Violence.

Example URLs

- <http://www.youtube.com>
- <http://www.flickr.com>
- <http://www.webshots.com>

MESSAGING

Web pages that provide streaming messaging services such as computer to mobile phone text-messaging via SMS, MMS, or computer-to-fax machine messaging.

Category combinations

None

Example URLs

- http://message.alltel.com/customer_site/jsp/messaging_lo.jsp
- http://www.usamobility.com/send_a_message/index.html
- <http://www.efax.com>

MOBILE PHONE

Web pages that provide buyable media, software, or utilities for mobile phones that can be downloaded and delivered to mobile phones. Examples include ringtones, logos/skins, games, screen-savers, text-based tunes, and software for SMS, MMS, WAP, and other mobile phone protocols.

Category combinations

- Mobile phone companies are covered under the Internet Services category; however, if downloads are available through the mobile phone company web pages, then those Web pages are also covered under the Mobile Phone category.
- If images are available for download other categories may apply, such as Nudity.

Example URLs

- <http://www.ringtones4all.com>
- <http://www.cbfrmobile.com>
- <http://www.sonnerie365.com>

MODERATED

Bulletin boards, chat rooms, search engines, or web mail sites that are monitored by an individual or group who has the authority to block messages or content considered inappropriate. This category may be used as an exception to allow access to web pages categorized as Moderated.

Sites with posted rules against offensive content do not fall under the Moderated category; see Forum/Bulletin Boards .

Category combinations

URLs in this category also may be covered under other categories such as Education/Reference.

Example URLs

- <http://www.pvbi.net/mail/>
- <http://www.christianchat.co.uk>
- <http://www.cartalk.com/board/ubbthreads.php>

MOTOR VEHICLES

This category includes sites for manufacturers and dealerships of consumer transportation vehicles, such as cars, vans, trucks, SUVs, motorcycles, and scooters. This also includes sites that provide product marketing, reviews, comparisons, pricing information, auto fairs, auto expos, and general consumer information about motor vehicles. Automotive accessories, mechanics, auto-body shops, and recreational hobby pages are not included. Sites that provide business-to-business-only content regarding motor vehicles are not included.

Category combinations

If the site sells or auctions cars online, the categories Auctions/Classifieds and Online Shopping also apply.

Example URLs

- <http://www.autoalliance.org>

- <http://www.chryslerllc.com>
- <http://www.cartervwsaab.com>
- <http://www.downtownhd.com>

NON-PROFIT/ADVOCACY/NGO

Web pages for groups designed for charitable or educational purposes that fulfill a stated mission, benefiting the larger community, such as clubs, lobbies, communities, non-profit organizations, labor unions, and advocacy groups. Examples are Masons, Elks, Boy and Girl Scouts, or Big Brothers. Organizations with governmental endorsements, but not government run, fall under this category.

Category combinations

URLs in this category also may be covered by other categories, such as Education/Reference or Health.

Example URLs

- <http://www.americanrivers.org>
- <http://www.cleftadvocate.org>
- <http://www.advocatweb.org>

NUDITY

Web pages that have non-pornographic images of the bare human body. Classic sculpture and paintings, artistic nude photographs, some naturism pictures, and detailed medical illustrations are included in the Nudity category. High-profile sites where nudity is not a concern for visitors do not fall under this category; see Incidental Nudity.

Category combinations

Some URLs may fall under other categories to allow for exemption, such as Art/Culture/Heritage, Education/Reference, or Health.

Example URLs

- <http://www.avalon-resort.com>
- <http://www.denverbreast.com>
- <http://www.jaedasfineart.com>

ONLINE SHOPPING

Web pages that sell products or services online. Web pages selling a broad range of products may pose a risk to users by offering access to items that would normally be filtered under other categories such as Pornography, Weapons, Nudity, or Violence. Web pages selling such content exclusively are covered by their respective categories.

Category combinations

Many categories assume their corresponding URLs will provide online shopping; therefore, those URLs are not included in the Online Shopping category. Such categories are:

- Alcohol
- Anonymizers
- Anonymizing Utilities
- Auctions/Classifieds
- Content Server
- Criminal Activities
- Drugs
- Finance/Banking
- For Kids
- Gambling
- Hacking/Computer Crime
- Hate/Discrimination
- Illegal Software
- Incidental Nudity
- Instant Messaging
- Interactive Web Applications
- Internet Radio/TV
- Internet Services
- Malicious Sites
- Marketing/Merchandising
- Mobile Phone
- Moderated
- P2P/File Sharing
- Personal Network Storage
- Pharmacy
- Phishing
- Portal Sites
- Real Estate
- Remote Access
- Resource Sharing
- Restaurants
- School Cheating Information
- Shareware/Freeware
- Stock Trading
- Tobacco
- Travel
- Weapons
- Web Ads
- Web Hosting
- Web Phone

Example URLs

- <http://www.babystyle.com>
- <http://amazon.com>
- <http://buchkatalog.net>

P2P/FILE SHARING

Web pages that allow the exchange of files between computers and users for business or personal use, such as downloadable music. P2P clients allow users to search for and exchange files from a peer-user network. They often include spyware or real-time chat capabilities. BitTorrent web pages are included under this category.

Category combinations

None

Example URLs

- <http://www.bittorrent.com>
- <http://www.imesh.com>
- <http://www.limewire.com>

PARKED DOMAIN

Web pages that once served content, but their domains have been sold or abandoned and are no longer registered. Parked domains do not host their own content, but usually redirect users to a generic page that states the domain name is for sale or redirect users to a generic search engine and portal page, some of which provide valid search engine results.

Category combinations

Parked domain URLs are covered under other categories only when the domain title or terms clearly indicate it would contain a specific type of content, such as pornography.

Example URLs

- <http://www.illusionsworld.com>
- <http://www.passwordscenter.com>
- <http://www.scurrynet.com>

PERSONAL NETWORK STORAGE

Web pages that allow users to upload folders and files to an online network server in order to backup, share, edit, or retrieve files or folders from any web browser.

Category combinations

Interactive web applications also allow users to store data online; such web pages also may be covered under both Personal Network Storage and Interactive Web Applications categories.

Example URLs

- <http://www.mydocsonline.com>
- <http://www.xdrive.com>
- <http://briefcase.yahoo.com>

PERSONAL PAGES

Personal home pages that share a common domain such as those hosted by ISPs, university/education servers, or free web page hosts. Also included are unique domains that contain personal information, such as a personal home page.

Home pages of public figures are not rated as Personal Pages—they fall under their related category such as Entertainment or Sports. However, these pages are not highly trafficked making them difficult to categorize and provide coverage for each personal page.

Category combinations

None

Example URLs

- <http://www.tripod.com/>
- <http://absolutelycats.tripod.com/>
- <http://www.freesevers.com/>
- <http://atruth4aday.net.freesevers.com/>
- <http://geocities.yahoo.com>
- <http://www.geocities.com/robpascarell/papillons.html>

PHARMACY

Web pages that provide reviews, descriptions, and market or sell prescription based drugs, over-the-counter drugs, birth control, or dietary supplements.

Category combinations

- Some content may be health-related; therefore, the Health category would apply.
- The Pharmacy category implies shopping, but if the web page also offers non-Pharmaceutical products, it is covered under Online Shopping.

Example URLs

- <http://www.volume-pills.com>
- <http://www.rxwebplace.com>
- <http://www.vitaminsofthemoth.com>

PHISHING

Links to web pages that typically arrive in hoax emails established to steal user account information. These sites falsely represent themselves and appear as legitimate company web pages in order to deceive and obtain user account information that can be used to perpetrate fraud or theft.

Category combinations

None

Example URLs

- <http://219.87.146.114/www.bankofamerica.com>
- http://articledirectory-az.com/bookmarker/data/eBay_com_Verify_your_eBay_account_files
- <http://www.qibby.com/secure/paypal.com>
- <http://www.irdaoc.com/www.ebay.com/wsw23/login.php>

POLITICS/OPINION

Web pages covering political parties, individuals in political life, and opinion on various topics. This category may also cover laws and political opinion about drugs.

Category combinations

- A URL such as www.whitehouse.gov is covered under Government/Military. However, a presidential site promoting the presidential agenda or campaign (such as a political blog) would be categorized as Politics/Opinion and Blogs/Wiki.
- If a site contains extreme fundamentalist-related content, it is also categorized as Extreme.
- If the content promotes hate or discrimination, it is also categorized as Hate/Discrimination.

Example URLs

- <http://www.chomsky.info>
- <http://www.billoreilly.com>
- <https://conservativepartyconference.com>
- <http://www.texasgop.org/site/PageServer>
- <http://www.antifaschistische-nachrichten.de>

PORNOGRAPHY

Web pages that contain materials intended to be sexually arousing or erotic. This includes fetish pages, animation, cartoons, stories, and illegal pornography.

Category combinations

Web pages that contain illegal pornography, zoophilia, necrophilia, and violent porn have some categorization combination of Pornography, Extreme, and/or Criminal Activities.

Example URLs

- <http://www.hustler.com>
- <http://www.thehun.net>
- <http://www.paysitereviews.com>

PORTAL SITES

Web pages designed as a starting point that serve as major gateways or directories to content on the web. Many portal sites also provide a variety of internal site features or services such as search engines, email, news, and entertainment. Mailing list sites with a variety of content are included in the Portal Sites category. Sites with topic-specific content are not included in this category. Such sites are categorized more specifically, such as Entertainment.

Category combinations

None

Example URLs

- <http://www.about.com>
- <http://www.yahoo.com>
- <http://www.msn.com>

PROFANITY

Web page that contain crude, vulgar, or obscene language or gestures.

Category combinations

None

Example URLs

- <http://www.ruthlessreviews.com>
- <http://www.profaneexistence.com>
- <http://www.erenkrantz.com/Humor/SevenDirtyWords.shtml>

PROFESSIONAL NETWORKING

This category includes web pages that provide social networking exclusively for professional or business related purposes. These sites provide personal or group profiles and facilitate interaction among their members through real-time communication, message posting, public bulletins, and media sharing. This category also contains alumni sites that have a networking function.

This category does not include social networking sites where the focus may vary, but include friendship, dating, or professional focuses. See Social Networking or Dating/Personals.

Category combinations

If the web page is specific to an education or health group, the Education/Reference or Health category also applies.

Example URLs

- <http://www.linkedin.com>
- <http://www.sermo.com>
- <http://www.myragan.com>
- <http://www.ziggs.com>

PROVOCATIVE ATTIRE

Web pages with pictures that include alluring or revealing attire, lingerie and swimsuits, or supermodel or celebrity photo collections, but do not involve nudity. Sites with swimwear or other such attire that is not intended to be provocative do not fall under this category. For example, Olympic swimming sites are not categorized as Provocative Attire.

Category combinations

None

Example URLs

- <http://hot-latina-babes.blogspot.com>
- <http://www.kiana.com>
- <http://www.victoriassecret.com>

PUBLIC INFORMATION

Web pages that provide general reference information such as public service providers, regional information, transportation schedules, maps, or weather reports.

Category combinations

Sites that have a primary focus other than general reference also may be covered under another category, such as Government/Military, Health, or Travel. For example, a site focusing on traveling may provide train schedules, or a health information may be provided by a government organization.

Example URLs

- <http://www.timeanddate.com/worldclock/>
- <http://tripplanner.metrokc.gov>
- <http://adoption.about.com>
- <http://www.worldatlas.com>

REAL ESTATE

Web pages that provide commercial or residential real estate services and information. Service and information includes sales and rental of living space or retail space and guides for apartments, housing, and property, as well as information on appraisal and brokerage. Sites that allow you to browse model homes are included in this category.

Content related to personal finance, such as credit applications, is not included in this category.

Category combinations

None

Example URLs

- <http://www.greatlandrealty.com>
- <http://www.coldwellbanker.com>
- <http://www.pigati.com>
- <http://www.wohnnnet.at/wohnnnet.htm>
- <http://www.kurskrealty.ru>

RECREATION/HOBBIES

Web pages for recreational organizations and facilities that include content devoted to recreational activities and hobbies. This category includes information related to public swimming pools, zoos, fairs, festivals, amusement parks, recreation guides, hiking, fishing, bird watching, or stamp collecting. This category is differentiated from Entertainment by participation. Activities not requiring participation, such as watching a movie or reading celebrity gossip, fall under Entertainment.

Category combinations

None

Example URLs

- <http://www.trails.com>
- <http://www.edmonkwoodenboatclub.org>
- <http://www.sandiegozoo.org>

RELIGION/IDEOLOGY

Web pages with content related to religious topics and beliefs in human spirituality. This includes all mainstream and fringe religions and groups, as well as spiritual conjecture and philosophy. Not included are astrology and horoscope sites; see Entertainment on page 34.

Category combinations

- Internet Radio with a religious focus would be categorized as Religion/Ideology and Internet Radio/TV.
- Products marketed as being religious are categorized as Religion/Ideology and Online Shopping.

Example URLs

- <http://www.quran.org.uk>
- <http://www.dailybibleonline.com>
- <http://www.beingquest.com>

REMOTE ACCESS

This category includes web pages that provide remote access to a program, online service, or an entire computer system. While often used legitimately by people who want to use a computer from a remote location, it creates a potential security risk, such as backdoor access. Backdoor access, written by the original programmer, provides an opening through which the system can be controlled by another party without the user's knowledge.

Category combinations

None

Example URLs

- <http://www.radmin.com>
- <http://www.tightvnc.com>
- <http://www.gotomypc.com>

RESOURCE SHARING

Web pages used to harness idle or unused computer resources to focus on a common task. This can be on a company or an international basis. Well-known examples are the SETI program and the Human Genome Project, which use the downtime of thousands of volunteered computers to analyze data.

Category combinations

None

Example URLs

- <http://www.distributed.net>
- <http://setiathome.berkeley.edu>
- <http://www.evolutionary-research.org>

RESTAURANTS

Web pages that provide information about restaurants, bars, catering, take-out and delivery, including online ordering. These sites provide information about location, hours, and pricing, as well as menu or related dietary information. This also includes restaurant guides and reviews, as well as cafes and coffee shops. Not included are groceries, wholesale food, non-profit and charitable food organizations, or bars that have a non-food service focus.

Category combinations

None

Example URLs

- <http://www.chevys.com>
- <http://www.bridgesdanville.com>
- <http://www.starbucks.com>

SCHOOL CHEATING INFORMATION

Web pages that promote plagiarism or cheating by providing free or fee-based term papers, written essays, or exam answers. Not included are sites that offer student help, discuss literature, films, or books, or other content that is often the subject of research papers.

Category combinations

None

Example URLs

- <http://www.cheathouse.com>
- <http://www.academictermpapers.com>
- <http://www.essaydepot.com>

SEARCH ENGINES

Web pages that provide search results that enable users to find information on the Internet based upon key words. Site-specific search features are not categorized as Search Engines since the search results are site-specific.

Category combinations

Search engines with an image-search feature may fall under the Search Engines and Visual Search Engine categories.

Example URLs

- <http://www.google.com>
- <http://www.altavista.com>
- <http://search.yahoo.com>

SEXUAL MATERIALS

Web pages that have descriptions or depictions of sexual acts, but are not intended to be arousing or erotic. Examples of sexual materials include sex education, sexual innuendo, humor, or sex related merchandise. This category does not include web pages with content intended to arouse; see Pornography.

Category combinations

Sexual Materials may also be used in conjunction with popular exception categories where it applies, such as Education/Reference or Health.

Example URLs

- <http://www.kamasutra-sex.org>
- <http://www.sexualhealth.com>
- <http://www.mypleasure.com>

SHAREWARE/FREWARE

Web pages that are repositories of downloadable copies of shareware and freeware. Shareware is distributed on an honor system by which the shareware is delivered free of charge, but the author requests that you pay a small fee if you like the program and use it regularly. Freeware is software that is available without any cost. Subscription-based software is not included; see Software/Hardware.

Category combinations

None

Example URLs

- <http://www.download.com>
- <http://www.tucows.com>

- <http://www.dirfile.com/freeware/>

SOCIAL NETWORKING

This category includes web pages that enable social networking for a variety of purposes, such as friendship, dating, professional, or topics of interest. These sites provide personal or group profiles and facilitate interaction among their members through real-time communication, message posting, public bulletins, and media sharing.

This category does not include sites that are exclusive to dating, matchmaking, or a specific professional networking focus. See Dating/Personals and Professional Networking.

Category combinations

If the site contains pages where they allow a person to chat, leave or read messages on a forum, or participate in media sharing, then the Chat, Forum/Bulletin Boards, and Media Sharing categories also apply.

Example URLs

- <http://www.facebook.com>
- <http://www.myspace.com>
- <http://www.bebo.com>
- <http://www.classmates.com>
- <http://www.canyouconnect.com>

SOFTWARE/HARDWARE

This category is intended to cover all computing software and hardware related web pages, including vendors, product marketing and reviews, deployment and maintenance of software and hardware, as well as software updates and add-ons such as scripts, plug-ins, or drivers. Hardware includes computer parts, accessories, and electronic equipment used in conjunction with computers and networks.

This category covers the marketing aspect of software and hardware. Magazines focused on software or hardware product reviews or industry trends are included under this category.

Category combinations

Sites that offer online purchasing of products are also covered under the Online Shopping category. Or, if a web page has a distinct business-to-business focus, it is also covered under the Business category.

Example URLs

- <http://www.serverfiles.com>
- <http://www.newegg.com>
- <http://www.iomega.com>

SPAM URLS

Links to web pages that arrive in unsolicited spam emails. Spam URL content ranges from product marketing to potentially offensive or fraudulent sites. Also included are sites built only for spamming purposes such as spam blogs or comment spam. Links to web pages that typically arrive in hoax emails established to steal user account information are not included; see Phishing.

Category combinations

None

Example URLs

- <http://aztxobzipyijon.com>
- <http://www.superoakuniverse.com>
- <http://www.gold17.net>

SPORTS

Web pages related to professional or organized recreational sports. This includes sporting news, events, and information such as playing tips, strategies, game scores, or player trades. Not included in this category are sports centers, athletic clubs, fitness or martial arts clubs, and non-league billiards, darts, or other such activities. Fantasy leagues are not included; see Entertainment or Games.

Category combinations

- If the site focuses on sports scores, tips, or strategies but offers online purchasing of sports paraphernalia, the Online Shopping category may apply. However, if the site is primarily intended to market sports products, it falls only under Online Shopping.
- Some sports involve excessive combat or competition that is violent and their web pages may contain violent images or media. Such web pages are also categorized as Violence. For example, www.ufc.com is categorized as Sports and Violence. If the web page is primarily non-violent content, then it is categorized as Sports only.

Example URLs

- <http://www.nfl.com>
- <http://www.espn.go.com>
- <http://www.sportsline.com>

SPYWARE/ADWARE

Web pages that download or execute software intended to gather user information and send it to a third party without the user's explicit knowledge or consent. Web pages that download Potentially Unwanted Programs (PUPs) are included. This category is differentiated from the Malicious Sites category by its intent. Spyware/Adware is intended to covertly gather and send information to another party. The intent of a malicious site is to install or take an action without user approval or knowledge.

Category combinations

None

Example URLs

- <http://www.e-spy-software.com>
- <http://www.here4search.com>
- <http://www.7search.com>

STOCK TRADING

Web pages that allow users to purchase, sell, or trade shares online. Tickertape information that enables viewing of real-time stock prices is also included as is financial spread betting in the stock market.

Note: Other betting is covered in Gambling.

Sites that offer information about stocks, but do not offer purchasing, selling, or trading of shares are not included; see Finance/Banking.

Category combinations

Fantasy stock trading is categorized as Games, as well as Stock Trading because it often uses real stock information.

Example URLs

- <http://www.etrade.com>
- <http://www.tdameritrade.com>
- http://www.nasdaq.com/services/nasdaq_toolbar.stm

STREAMING MEDIA

Web pages that provide streaming media, or contain software plug-ins, that allow the displaying of audio and visual data before the entire file has been transmitted. Audio or video files that are downloaded to a user's computer before being played are not included in this category; see Media Downloads.

Category combinations

- If a web page offers both downloadable and streaming media, then both Media Downloads and Streaming Media apply.
- URLs covered under this category may be also covered under other categories to allow for bandwidth risk reduction.

Example URLs

- <http://www.mp3.com>
- <http://www.beatboxbattle.net>
- http://www.video.csupomona.edu/streaming/NASA/nasa_index.html

TECHNICAL/BUSINESS FORUMS

Web pages with a technical or business focus that provide online message posting or real-time chatting, such as technical support or interactive business communication. While users may post any type of content, technical and business oriented forums tend to present less risk of containing offensive content. Sites that offer a variety of forums with themes, including technical and business content, are categorized only as Forum/Bulletin Boards or Chat. Forums with a primary technical or business focus only fall under the Technical/Business Forums category.

Category combinations

None

Example URLs

- <http://www.softwaretipsandtricks.com/forum/>

- <http://www.tek-tips.com>
- <http://www.expresscomputeronline.com/techforum.shtml>

TECHNICAL INFORMATION

Web pages that provide computing information with an educational focus in areas such as Information Technology, computer programming, and certification. Examples include Linux user groups, UNIX commands, software tutorials, or technical terminology dictionaries. Most sites in this category may be subdirectories of larger domains. For example, a software site with a tutorial page is categorized as Technical Information only at the tutorial page URL. Content pertaining to information security is exclude; see Information Security.

Category combinations

If these sites contain message posting then they may be also covered by the Technical/Business Forums category.

Example URLs

- <http://www.unix-manuals.com>
- <http://www.w3schools.com>
- <http://www.cs.cf.ac.uk/Dave/PERL/>

TEXT/SPOKEN ONLY

This category applies to content that is text or audio only, it does not contain pictures.

This category may be used as an exception category to allow explicit text and recorded material to be accessed when you want pictures blocked using the Pornography, Violence, or Sexual Materials categories. Libraries or universities, in particular, may wish to utilize this category since it focuses web filtering on offensive graphics that may be displayed in their public facilities.

Category combinations

None

Example URLs

- <http://www.eroticwriting.co.uk>
- <http://www.trinitycross.net/word/index.html>
- <http://www.passionateink.org>

TEXT TRANSLATORS

This category includes web pages that allow users to enter phrases or a block of text to translate it from one language into another. Also included are language identifier web pages. Text translation and URL translation are different: URL translation translates the content of a web page, not a word, phrase, or block of text entered into an input field by a user. URL translation is categorized as Anonymizing Utilities.

Category combinations

Sites that offer both text translation and URL translation may be categorized as both Text Translators and Anonymizing Utilities.

Example URLs

- <http://babelfish.yahoo.com>
- <http://translation.langenberg.com>
- http://translate.google.com/translate_t
- http://www.worldlingo.com/en/products_services/worldlingo_translator.html
- <http://dictionary.reference.com/translate/>
- http://www.appliedlanuage.com/free_translation.shtml

TOBACCO

Web pages that sell, promote, or advocate the use of tobacco products, tobacco paraphernalia, including cigarettes, cigars, and pipe, chewing, and snuff tobacco.

Category combinations

None

Example URLs

- <http://www.smokers.com>
- <http://www.finckcigarcompany.com>
- <http://www.pleasuresurvey.com>
- <http://www.cigarettbutiken.se>
- <http://www.snusbutiken.se>

TRAVEL

Web pages designed to promote personal or business travel, such as hotels, resorts, airlines, ground transportation, car rentals, travel agencies, and general tourist and travel information. This also includes sites that enable users to purchase tickets or secure accommodations. Personal vacation photos are not covered under this category. While tourism information may be present on governmental sites, such web pages are not categorized as Travel.

Category combinations

None

Example URLs

- <http://www.orbitz.com>
- <http://www.expedia.com>
- <http://www.japan-guide.com>
- <http://www.flysaa.com>
- <http://www.polhotels.com>
- <http://www.yosemite.com>

USENET NEWS

Web pages that provide access (<http://>) to usenet newsgroups and archives of files uploaded to newsgroups. Also included are online groups that offer similar community-oriented content posting. These pages are not highly trafficked, making them difficult to categorize and provide coverage for each group page.

Category combinations

None

Example URLs

- <http://www.iusenet.com/100ProofNews.com/index.php>
- <http://www.newsville.com>
- <http://groups.google.com>

VIOLENCE

Web pages that contain real or lifelike images or text that portray, describe, or advocate physical assaults against humans, animals, or institutions (for example, depictions of war, suicide, mutilation, or dismemberment).

Category combinations

Sites showing the outer end of this spectrum, such as depictions of torture, gore, or horrific death, are also categorized as Extreme.

Example URLs

- <http://www.fangoria.com>
- <http://www.carpenoctem.tv/killers/>
- <http://www.cnd.org/njmassacre/>

VISUAL SEARCH ENGINE

Web pages that provide image-specific search results such as thumbnail pictures. Sites that offer site-specific visual search engines are not included.

Category combinations

None

Example URLs

- <http://images.search.yahoo.com>
- <http://images.google.com>
- <http://www.altavista.com/image/>

WEAPONS

Web pages that provide information about buying, making, modifying, or using weapons, such as guns, knives, swords, paintball guns, as well as ammunition, explosives, and weapon accessories.

Also included are sites that contain content for:

- Weapons for personal or military use.
- Homemade weapons.
- Non-lethal weapons, such as mace, pepper spray, or Taser guns.
- Weapons facilities, such as shooting ranges.
- Government or military oriented weapons.

Political action groups, such as the NRA, are not included; see Politics/Opinion.

Category combinations

None

Example URLs

- <http://www.gunaccessories.com>
- <http://www.zmweapons.com>
- <http://www.galleryofguns.com>

WEB ADS

Web pages that provide ad-hosting or programs that create advertisements. Examples include links, source code or applets for banners, popups, and other kinds of static or dynamically generated ads that appear on Web pages. This category is intended to block advertisements on web pages, not the companies that provide the ads or advertising services. Aggressive advertising adware is covered under the Spyware/Adware category.

Category combinations

None

Example URLs

- <http://click.absoluteagency.com>
- <http://ads.bomis.com>
- <http://www.adclicks-agent.de>

WEB MAIL

Web pages that enable users to send or receive email through the Internet.

Category combinations

None

Example URLs

- <http://mail.live.com>
- <http://mail.yahoo.com>
- <http://mail.lycos.com>

WEB MEETINGS

This category includes web pages that host live meetings, video conferencing, and interactive presentations focused primarily on business users. Web meetings generally include streaming audio and video, and facilitate data transfer or office-oriented application sharing, such as online presentations.

For web meeting sites that offer features not used in the web meeting, such as remote access or browser-based office suites, we categorize the individual URL accordingly. Use the following table for examples:

Web page	Categorization
Web meeting with browser-based office suite functionality	Web Meetings
Browser-based office suite provided as a separate feature	Interactive Web Applications
Web meeting with remote access functionality	Web Meetings
Remote access provided as a separate feature	Remote Access

Category combinations

None.

Example URLs

- <http://www1.gotomeeting.com>
- <http://www.glance.net>
- <http://webex.com>

WEB PHONE

Web pages that enable users to make telephone calls via the Internet or obtain information or software for this purpose. Web Phone service is also called Internet Telephony, or VoIP. Web phone service includes PC-to-PC, PC-to-phone, and phone-to-phone services connecting via TCP/IP networks.

Category combinations

Many instant messaging applications are now providing phone service; therefore, both the Web Phone and Instant Messaging categories may apply.

Example URLs

- <http://www.net2phone.com>
- <http://www.aimphoneline.com>
- <http://www.buddytalk.com>

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